Full-scale Business Transformation for ABPI

Challenge

With 3 sites, The Association of the British Pharmaceutical Industry (ABPI) required resilient and reliable services that would enable them to carry out the important work that they do for companies across the UK.

Their relationship with their legacy provider had been tarnished due to long periods of underwhelming service, slow engagement on service improvements and the lack of a diverse product range.

This meant that ABPI were using and maintaining an aging IT environment that was no longer suitable for their needs or requirements. Their ability to adapt or improve upon this further constrained by the restrictions of their existing supplier.

Naturally the ABPI therefore had to look at other avenues, and began their research in to suppliers that could provide them with what they wanted and required. A full-scale refresh was the obvious resolution to their existing archaic infrastructure to ensure that all systems were modern and future-proofed.

Solution

Throughout the whole tender process it was felt that Exponential-e had a quality that couldn't be matched and as Exponential-e were already an existing supplier of a Private VPN between ABPI's 3 sites, this gave ABPI the confidence that Exponential-e could handle their IT transformation requirements. Their previous experience with Exponential-e and the quality of the services that were provided meant that they were happy to engage Exponential-e for their future IT needs.

Requiring a large review of their services, ABPI instructed Exponential-e to provide them with Infrastructure-as-a-Service (IaaS), 24 / 7 x 365 service desk support, an on-site engineer at their Head Office, managed service support of their applications, virtual firewalls and ongoing Network support.

ABPI

The Association of the British Pharmaceutical Industry (ABPI) represents innovative research-based biopharmaceutical companies, large, medium and small, leading an exciting new era of biosciences in the UK.

The ABPI is recognised by government as the industry body negotiating on behalf of the branded pharmaceutical industry for statutory consultation requirements, including the pricing scheme for medicines in the UK.

DON'T JUST TAKE OUR WORD FOR IT

"Their service desk impressed staff from day one and most staff were not even aware that we had migrated our applications to Exponential-e."

Mark Smyth
IT Business Systems Manager, ABPI**.**

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During the migration to Exponential-e, ABPI were able to address a good proportion of the improvements that they were not able to facilitate with their previous supplier.

Despite a vast amount of modernisation, change in existing services and the opportunity to address all existing problems the implementation of the service was professionally handled by Exponential-e's project managers - with a smooth implementation of all services.

The end result meant that ABPI were able to simplify their IT estate, and in particular their Network, whilst selecting one supplier for all their requirements - protected by a single end-to-end SLA.

WHY EXPONENTIAL-E

With previous experience of using Exponential-e as a supplier of a Private VPN between ABPI's numerous sites, ABPI knew that they could trust Exponential-e with their business transformation.

Throughout the tender process Exponential-e "oozed a quality that others failed to match - despite some very strong competition" and this further supported ABPI's choice to select Exponential-e for this project.

Exponential-e's exceptionally strong technical team and professional, skilled project management team also aided in ensuring that the transformation for ABPI was fluid and confirmed that their trust in Exponential-e was well placed.

ABOUT EXPONENTIAL-E

Innovation is at the core of Exponential-e, and has been since our inception in 2002. We wholly own our super-fast Network, and our fusion of complementary technologies - a carrier-class Network and Cloud infrastructure - means we can deliver enterprise applications at wire speed for a superior end-user experience. We deliver scalable, dynamic and bespoke solutions. Renowned for our

responsiveness, coupled with our customer centric approach, and a UK based 24 / 7 x 365 service desk, means we offer unrivalled expertise.

To find out more about Exponential-e visit
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ISO 14001 Environmental Management
ISO/IEC 20000-1 Information Technology Service Management
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CSA STAR Cloud Security
ISO 22301 Business Continuity Management
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